DRUG MEDI-CAL ELECTRONIC EXPLANATION OF BALANCES (DMC e-EOB)
APPROVER/USER, CONFIGURATION, AND APPLICATION SOFTWARE
INSTRUCTIONS

Approver Process

To ensure the confidentiality of county/direct provider DMC data, the Department requests that the County Alcohol and Drug Program Administrator or Executive Officer designate a primary and a secondary contact to be responsible for approving county, direct provider, and vendor staff requests for access to the DMC e-EOB. These individuals will be required to approve enrollment requests for access to DMH ITWS and ADP data.

The Department has created new forms for counties, direct providers, and county/direct provider vendors to designate the person(s) responsible for approving authorized users and canceling the authorization for users of the DMC e-EOB. These forms are described below. The forms are attached to this bulletin and available at the DMH ITWS Web site, https://mhhitws.cahwnet.gov, by choosing the 'Support' menu button; logging onto the DMH ITWS is not required to access these forms.

1. Form ADP 100121, County/Direct Provider Approver Certification (see Exhibit C).

   This form is for use by the County Alcohol and Drug Program Administrator or direct provider Executive Officer to designate the person (approver) who has the authority to approve users to have access to the DMC e-EOB. The form requests that two "approvers" and, if applicable, the county or direct provider's vendor be identified.

   The completed form should be faxed to the DMC e-EOB Administrator, ADP Fiscal Management and Accountability Branch, at (916) 323-0653 for recording by the State.

2. Form ADP 100120, Vendor Approver Certification (see Exhibit D)

   This form is for use by county and direct provider vendors to authorize vendor employee access to DMH ITWS and ADP data. This permits the vendor to manage its own employees' access to ADP DMC e-EOB without having to obtain permission from the county or direct provider on an individual-by-individual basis. The Form 100121 County/Direct Provider Approver Certification with the "Appointed Vendor" section completed must be on file with ADP before the Vendor Approver

Certification form is submitted to ADP. The vendor form is to be signed by an executive officer of the organization. The form requests that two vendor "approvers" be identified.

The completed form should be faxed to the DMC e-EOB Administrator, ADP Fiscal Management and Accountability Branch, at (916) 323-0653 for recording by the State.

User Enrollment

Once the county or direct provider approver has been established, individuals who will use the DMC e-EOB data may enroll on the DMH ITWS for access to the DMC e-EOB. These users can enroll electronically by going to the DMH ITWS Web site at www.dmh.ca.gov. The Web site will provide step-by-step instructions on how to enroll. Once the required enrollment information is entered, the user will be required to print the enrollment form and have the form signed by the authorized approver. The completed form should be faxed to the Department of Mental Health at (916) 654-3007. The requester will receive e-mail responses as to the status of their request.

Canceling User Access to DMC e-EOB

A certified approver can cancel its employee's access to DMC e-EOB files by completing ADP Form 100131, County/Direct Provider User Cancellation, (see Exhibit E) and faxing the completed form to ADP at (916) 323-0653. The form is available at the DMH ITWS Web site, http://mhhitws.cahwnet.gov.

EOB Database Application

An EOB Database application is also available from the DMH ITWS Web site. This application is designed for use with Microsoft Access 2000 software to import, store, or query DMC or Mental Health EOB data. The EOB Database application also produces detail and summary reports. The following information identifies the minimum hardware and software requirements for accessing the EOB Database application.

Installation and Operational Requirements

The EOB Database application requires the following for proper installation and optimal operation:
- Minimum 64 MB RAM; 128 MB RAM recommended
- 400 MHZ Pentium or higher processor
- 20 MB disk space (application and set up executable)
- Microsoft Access 2000
- Microsoft Word 97/2000 (required to export to Word)
- Microsoft Excel 97/2000 (required to export to Excel)

The EOB Database application may be installed with EOBSetup.exe, which requires full installation of Microsoft Access 2000. The EOBSetup.exe file can be downloaded from the DMH ITWS Web site at https://mhhitws.cahwnet.gov. After logging into ITWS, select the 'Systems' button, then Alcohol and Drug Program, select the 'Info' button, and then 'EOB Database'.

Those computer systems currently running the EOB Database application for DMH data will need to install the EOB Database for importing ADP's EOB data onto a separate computer. Installing the DMH and the ADP EOB Database applications on the same computer will not allow separation of the Department's and DMH's EOB data.

Using the EOB Database Application Software

Ensure that your computer system contains the required hardware and software listed in the Installation and Operational Requirements section above. Using the EOB setup executable file from the ITWS Web site, install the EOB Database application. For detailed setup instructions, please refer to the "EOB Setup Guide" which is available on the DMH ITWS Web site at https://mhhitws.cahwnet.gov.

Using e-EOB Data

Authorized users may download available EOB data files from the DMH ITWS. The downloaded files need to be "unzipped" with a password using either PKZip or Winzip software. These extracted text files may then be easily imported to the EOB Database application or used with other database software. Each county and direct provider has discretion as to how many EOB text files to import. Encryption or "unzipping" passwords can be found on the DMH ITWS.